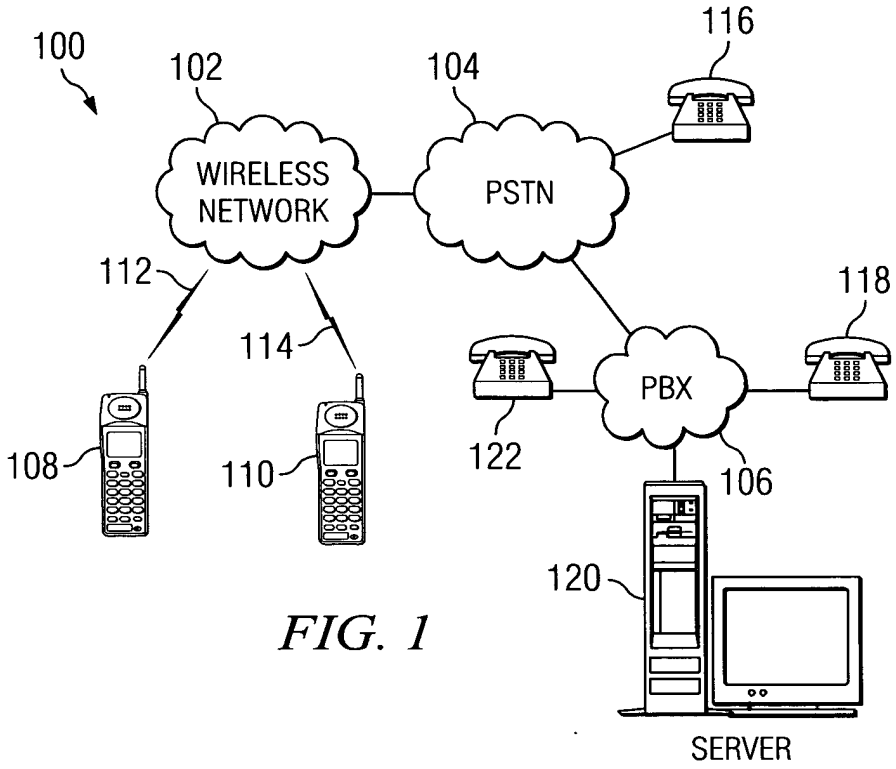
100
102
104
116
WIRELESS NETWORK
PSTN
112
114
118
PBX
108
110
122
106
120
SERVER

FIG. 1

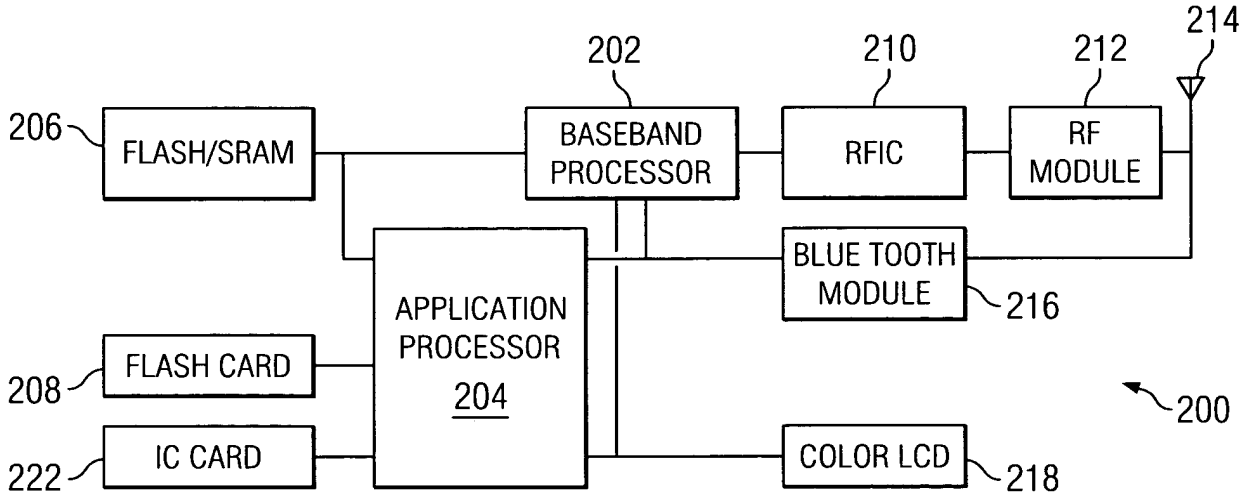
214
202
210
212
206
FLASH/SRAM
BASEBAND PROCESSOR
RFIC
RF MODULE
BLUE TOOTH MODULE
216
APPLICATION PROCESSOR
204
FLASH CARD
208
IC CARD
222
COLOR LCD
218
200

FIG. 2

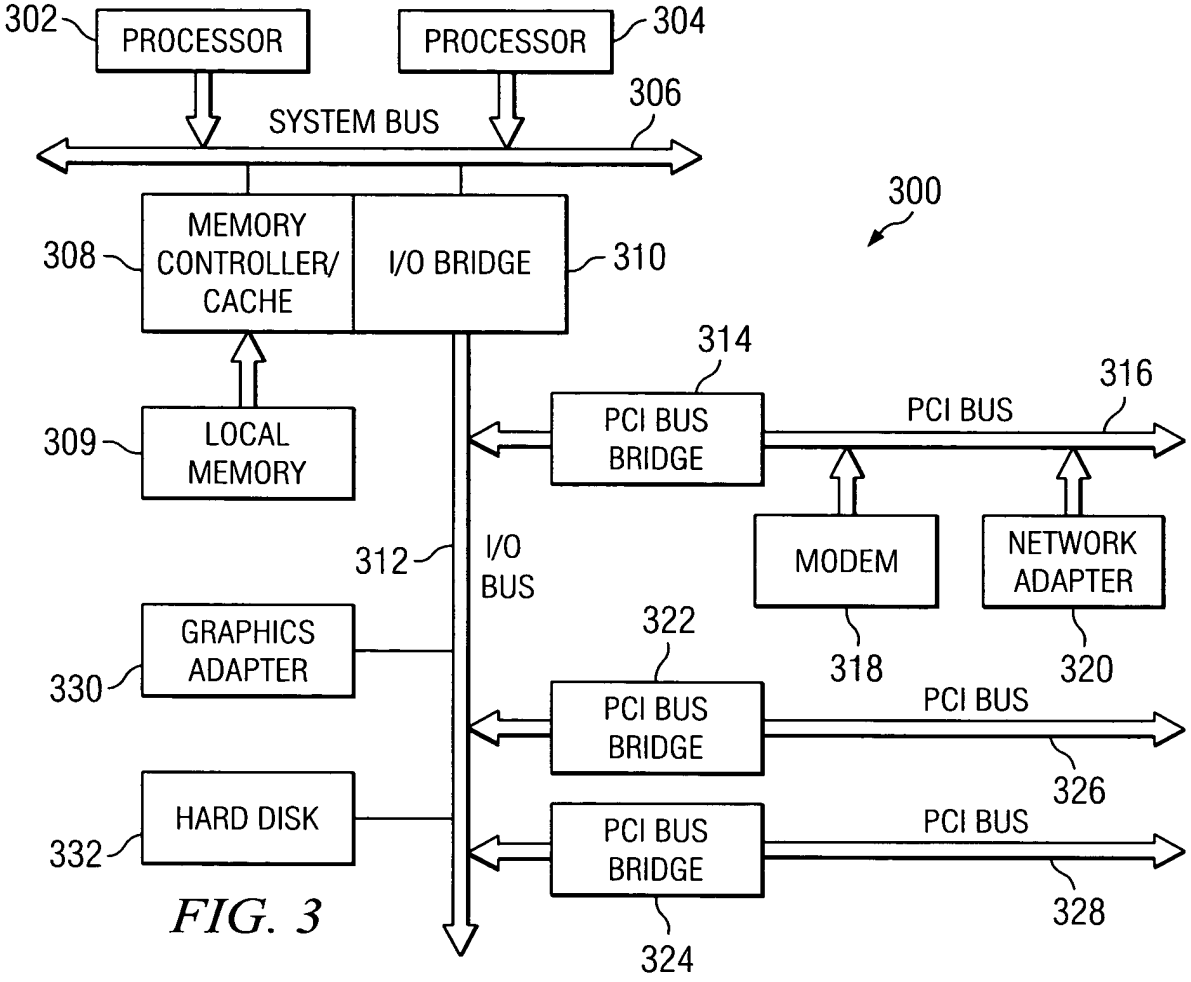
302
PROCESSOR
PROCESSOR
304
306
SYSTEM BUS
300
308
MEMORY CONTROLLER/ CACHE
I/O BRIDGE
310
309
LOCAL MEMORY
314
PCI BUS BRIDGE
316
PCI BUS
MODEM
NETWORK ADAPTER
312
I/O BUS
318
320
322
GRAPHICS ADAPTER
330
PCI BUS BRIDGE
PCI BUS
326
HARD DISK
332
PCI BUS BRIDGE
PCI BUS
328
324

FIG. 3

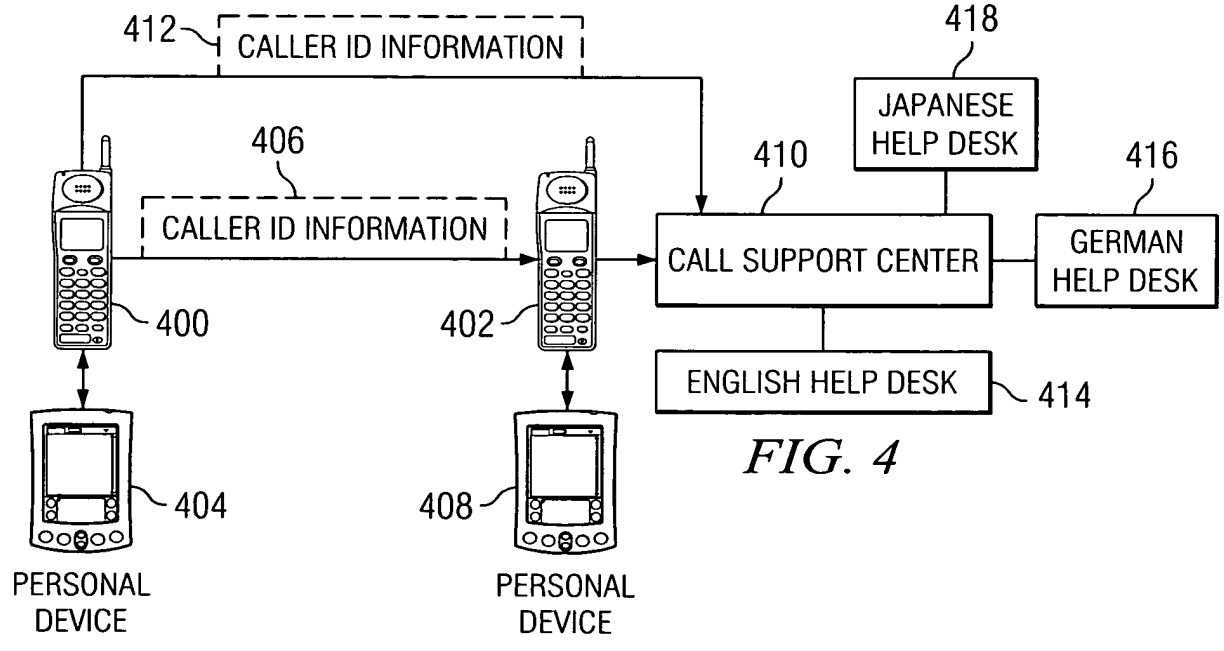
412
CALLER ID INFORMATION
418
JAPANESE HELP DESK
406
410
416
CALLER ID INFORMATION
CALL SUPPORT CENTER
GERMAN HELP DESK
400
402
ENGLISH HELP DESK
414
404
408
PERSONAL DEVICE
PERSONAL DEVICE

FIG. 4

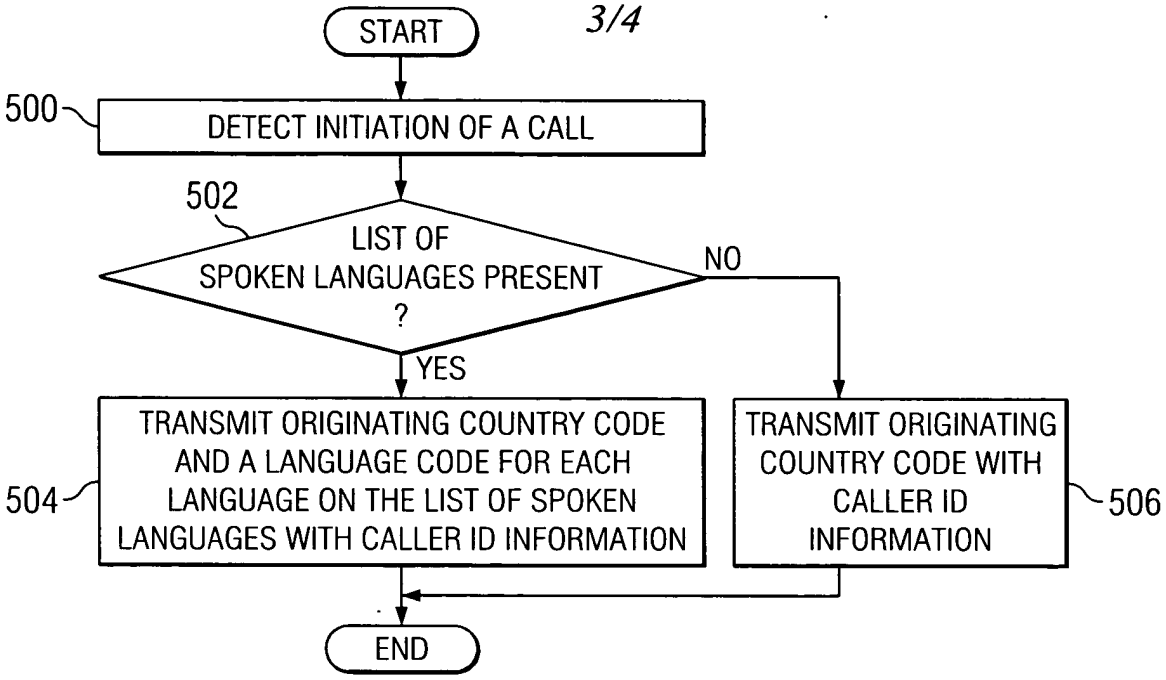
START
500
DETECT INITIATION OF A CALL
502
LIST OF SPOKEN LANGUAGES PRESENT ?
NO
YES
TRANSMIT ORIGINATING COUNTRY CODE AND A LANGUAGE CODE FOR EACH LANGUAGE ON THE LIST OF SPOKEN LANGUAGES WITH CALLER ID INFORMATION
504
TRANSMIT ORIGINATING COUNTRY CODE WITH CALLER ID INFORMATION
506
END

FIG. 5

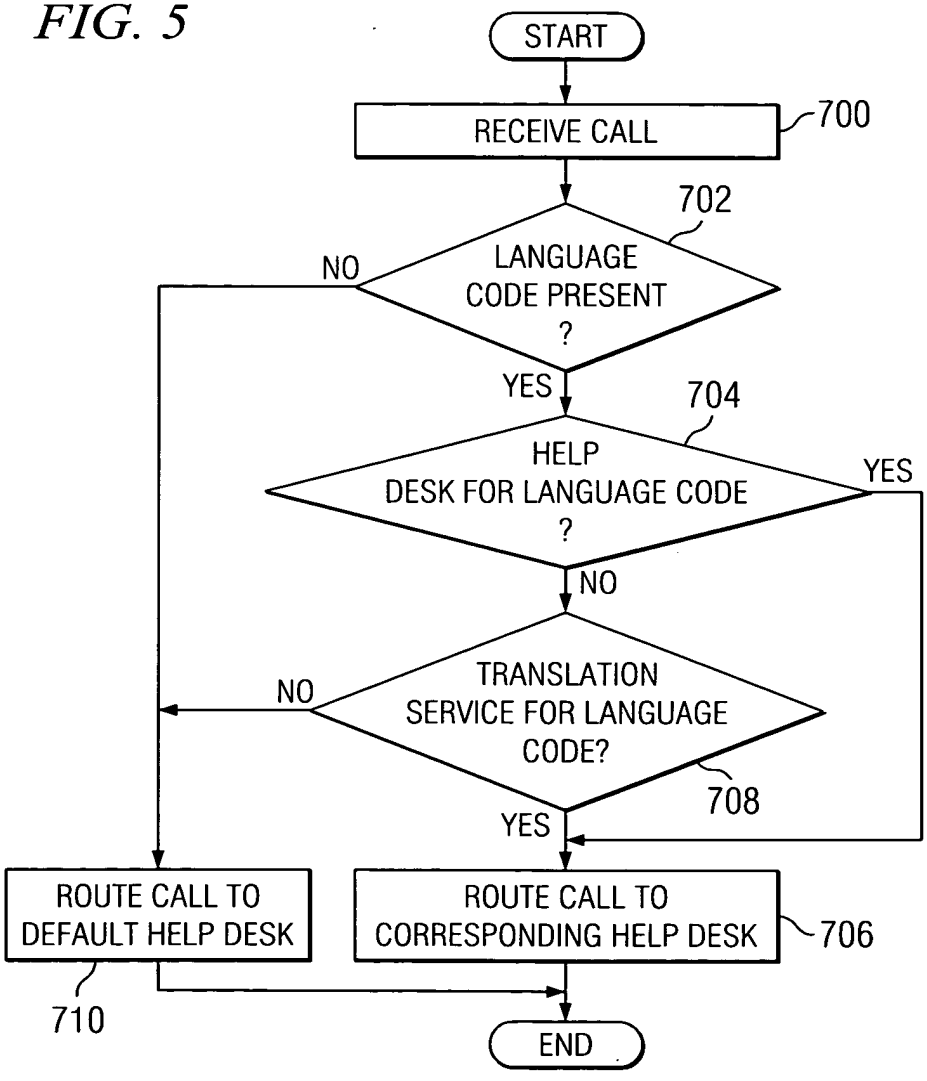
START
RECEIVE CALL
700
702
LANGUAGE CODE PRESENT ?
NO
YES
704
HELP DESK FOR LANGUAGE CODE ?
YES
NO
TRANSLATION SERVICE FOR LANGUAGE CODE?
NO
708
YES
ROUTE CALL TO DEFAULT HELP DESK
710
ROUTE CALL TO CORRESPONDING HELP DESK
706
END

FIG. 7

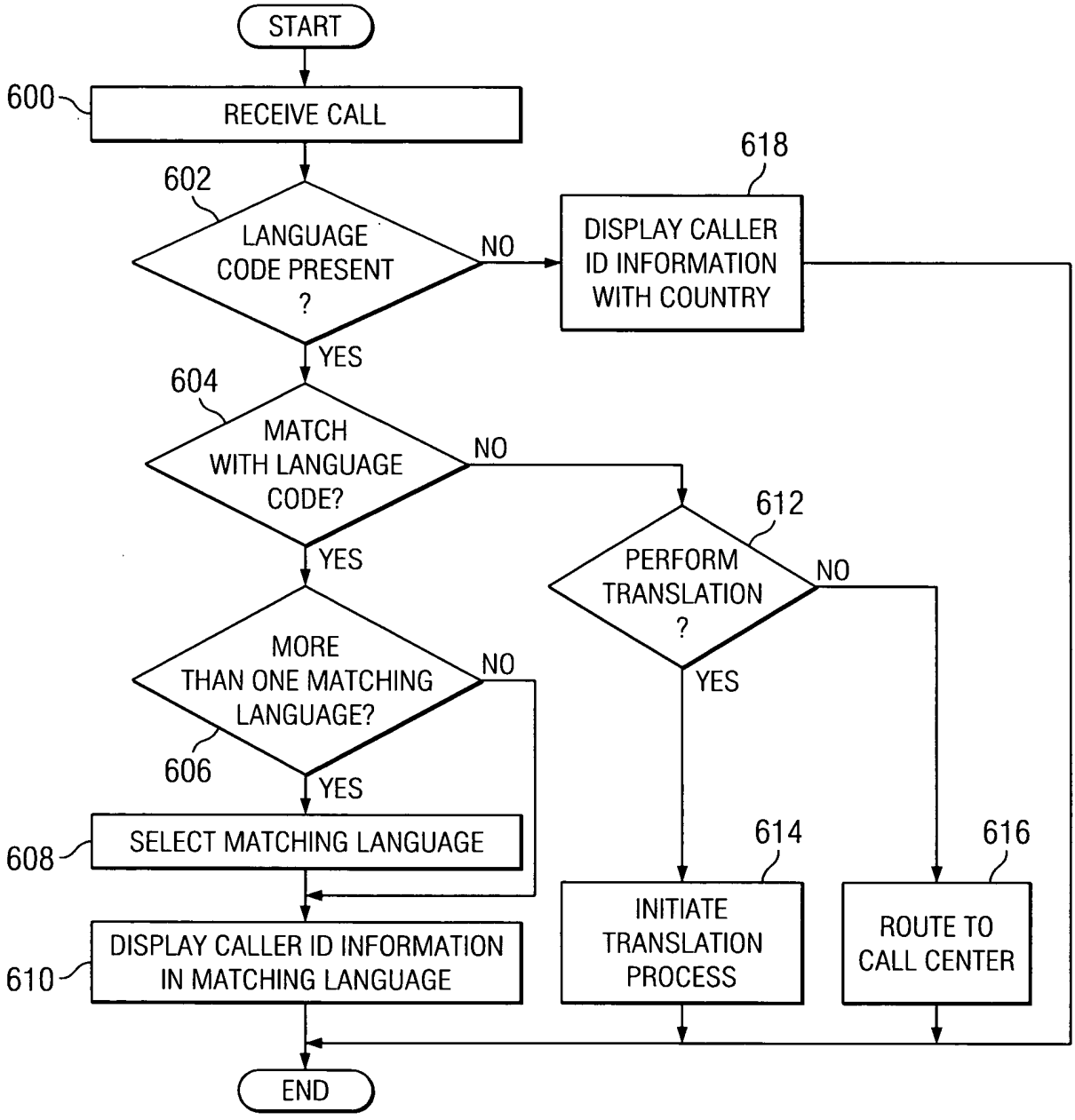
START
600
RECEIVE CALL
602
LANGUAGE CODE PRESENT ?
NO
618
DISPLAY CALLER ID INFORMATION WITH COUNTRY
YES
604
MATCH WITH LANGUAGE CODE?
NO
612
PERFORM TRANSLATION ?
NO
YES
MORE THAN ONE MATCHING LANGUAGE?
NO
606
YES
608
SELECT MATCHING LANGUAGE
614
INITIATE TRANSLATION PROCESS
616
ROUTE TO CALL CENTER
610
DISPLAY CALLER ID INFORMATION IN MATCHING LANGUAGE
END

FIG. 6